

## CLAIMS:

1. A method of handling vehicle window warranty claims, the method comprising:
  - a customer taking a vehicle having window damage to a retailer;
  - a glass expert and/or technician at the retailer visually analyzing the window damage of the vehicle and making a determination as to whether the window damage is a result of activity by: (a) a vehicle manufacturer that assembled the vehicle, (b) a glass or window supplier that supplied the window to the vehicle manufacturer, or (c) the vehicle window being subject to impact damage from an object impacting the window;
  - when (a) or (b), processing a manufacturer warranty claim from the customer relating to the window in either a first manner or a second manner different than the first manner depending upon whether the glass expert and/or technician determines (a) or (b), so that the window can be replaced under the warranty; and
  - informing the customer that the damage is not covered by the manufacturer warranty when the glass expert and/or technician determines (c).
2. The method of claim 1, further comprising:
  - the retailer replacing the window in instances of each of (a), (b) and (c), but the retailer ordering a replacement window from a different source when the glass expert and/or technician determines (a) as opposed to (c).
3. The method of claim 1, further comprising:
  - the retailer replacing the window in instances of each of (a) and (b), but a different billing and/or paying procedure being carried out depending upon whether the glass expert and/or technician determines (a) or (b).
4. The method of claim 1, further comprising:
  - the retailer ordering a replacement window from the vehicle manufacturer when the glass expert and/or technician determines (a) or (b), and the

retailer ordering a replacement window from a window supplier different than the vehicle manufacturer when the glass expert and/or technician determines (c).

5. The method of claim 1, further comprising the retailer periodically providing the vehicle manufacturer a list of all turned away warranty claims resulting from the glass expert and/or technician determining (c).

6. The method of claim 1, further comprising the retailer providing the vehicle manufacturer a listing of warranty claim attempts differentiated by at least (a), (b), and (c).

7. The method of claim 1, further comprising the vehicle manufacturer storing warranty claims in a manner so as to differentiate between claims where the glass expert and/or technician determined (a) and claims where the glass expert and/or technician determined (b).

8. A method handling warranty claims relating to vehicle windows, the method comprising:

a customer taking a vehicle having window damage to a retailer;  
at least one glass expert and/or technician at the retailer visually analyzing the window damage of the vehicle and making a determination as to whether the window damage is a result of activity by: (a) a vehicle manufacturer that assembled the vehicle, (b) a glass or window supplier that supplied the window to the vehicle manufacturer, or (c) the customer who owns or operates the vehicle where the vehicle was subjected to impact damage;

the retailer providing the vehicle manufacturer a listing of vehicles analyzed by the at least one glass expert and/or technician, the listing differentiating between windows damaged as a result of (a), (b), or (c).

9. The method of claim 8, further comprising the vehicle manufacturer storing warranty claims in a manner so as to differentiate between claims where the glass expert and/or technician determined (a) and claims where the glass expert and/or technician determined (b).

10. The method of claim 8, further comprising the retailer ordering a replacement window from the vehicle manufacturer when the glass expert and/or

technician determines (a) or (b), and the retailer ordering a replacement window from a window supplier different than the vehicle manufacturer when the glass expert and/or technician determines (c).

11. The method of claim 8, further comprising the retailer replacing the customer's damaged window with a replacement window.

12. A method handling warranty claims relating to vehicle windows, the method comprising:

visually analyzing window damage of a vehicle and making a determination as to whether the window damage is a result of activity by: (a) a vehicle manufacturer that assembled the vehicle, (b) a glass or window supplier that supplied the window to the vehicle manufacturer, or (c) the customer who owns or operates the vehicle where the vehicle was subjected to impact damage; and

providing the vehicle manufacturer a listing of vehicles analyzed, the listing differentiating between windows damaged as a result of (a), (b), or (c)